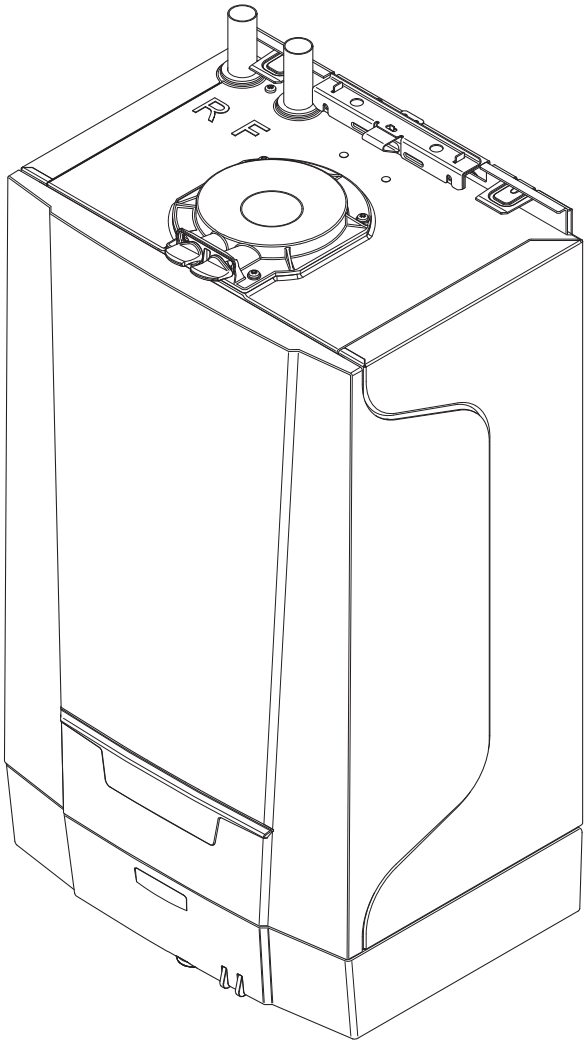
United Kingdom
en

BAXI



User Guide

Gas Fired Wall Mounted Condensing Boiler

EcoBlue Advance Heat

13 - 16 - 19 - 25 - 30

Please keep these instructions in a safe place.
If you move house please hand them over to the next occupier.

Model Range

Baxi EcoBlue Advance 13 Heat
G.C.Nº 41 470 07
Baxi EcoBlue Advance 16 Heat
G.C.Nº 41 470 08
Baxi EcoBlue Advance 19 Heat
G.C.Nº 41 470 09
Baxi EcoBlue Advance 25 Heat
G.C.Nº 41 470 10
Baxi EcoBlue Advance 30 Heat
G.C.Nº 41 470 11

Dear Customer,

Thank you for purchasing this appliance.

Please read this manual carefully before using the product and keep it in a safe place for future reference.

In order to ensure continued safe and efficient operation we recommend that the product is regularly maintained. Our Service and After Sales organization can assist with this.

We hope you will receive many years of satisfactory service.

CE 0086

BSI™

ISO 9001
FM 00866

benchmark
COLLECTIVE MARK
THE MARK OF QUALITY FOR THE INSTALLATION, COMMISSIONING AND SERVICING OF DOMESTIC HEATING AND HOT WATER SYSTEMS

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The Benchmark Scheme

Baxi Heating UK Ltd is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by Heating and Hotwater Industry Council. For more information visit **www.centralheating.co.uk**

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1 Introduction

1.1 General

WARNING
Installation, repair and maintenance must only be carried out only by a competent person. This document is intended for use by competent persons,

All Gas Safe registered engineers carry an ID card with their licence number and a photograph. You can check your engineer is registered by telephoning 0800 408 5500 or online at www.gassaferegister.co.uk

This manual is intended for the user of the Baxi EcoBlue Advance Heat boiler. If the appliance is sold or transferred, or if the owner moves leaving the appliance behind you should ensure that the manual is kept with the appliance for consultation by the new owner and their installer.

The appliance is designed as a boiler for use in residential domestic environments on a governed meter supply only. The selection of this boiler is entirely at the owner's risk. If the appliance is used for purposes other than or in excess of these specifications, the manufacturer will not accept any liability for resulting loss, damage or injury.

The manufacturer will not accept any liability whatsoever for loss, damage or injury arising as a result of failure to observe the instructions for use, maintenance and installation of the appliance.

1.2 Additional Documentation

Various timers, external controls, etc. are available as optional extras. Full details are contained in the relevant sales literature.

1.3 Symbols Used

In these instructions, various danger levels are employed to draw the user's attention to particular information. In so doing, we wish to safeguard the user's safety, prevent hazards and guarantee correct operation of the appliance.

DANGER
Risk of a dangerous situation causing serious physical injury.

WARNING
Risk of a dangerous situation causing slight physical injury.

CAUTION
Risk of material damage.

Signals important information.

Signals a referral to other instructions or other pages in the instructions.

1.4 Abbreviations / Glossary

- **DHW**: Domestic Hot Water
- **CH**: Central Heating
- **GB:** Great Britain
- **IE:** Ireland
- **BS**: British Standard
- **HHIC:** Heating and Hotwater Industry Council

1.5 Extent of Liabilities

1.5.1. Manufacturer's Liability

Our products are manufactured in compliance with the requirements of the various european applicable Directives. They are therefore delivered with CE marking and all relevant documentation. In the interest of customers, we are continuously endeavouring to make improvements in product quality. All the specifications stated in this document are therefore subject to change without notice.

The manufacturer will not accept any liability for loss, damage or injury arising as a result of:-

- Failure to abide by the instructions on using the appliance.
- Failure to regularly maintain the appliance, or faulty or inadequate maintenance of the appliance.
- Failure to abide by the instructions on installing the appliance.

This company declares that no substances harmful to health are contained in the appliance or used during appliance manufacture.

The appliance is suitable only for installation in GB and IE and should be installed in accordance with the rules in force, and only used in a suitably ventilated location.

In GB, the installation must be carried out by a Gas Safe Registered Installer. It must be carried out in accordance with the current and relevant requirements of legislation and guidance.

Where no specific instructions are given, reference should be made to the relevant British Standard Code of Practice.

In IE, the installation must be carried out by a competent Person and installed in accordance with the current edition of I.S. 813 ‘Domestic Gas Installations’, the current Building Regulations and reference should be made to the current ETCI rules for electrical installation.

Incorrect installation could invalidate the warranty and may lead to prosecution.

1.5.2 Installer's Responsibility

The installer is responsible for the installation and initial start up of the appliance. The installer must adhere to the following instructions:

- ► Read and follow the instructions given in the manuals provided with the appliance.
- ► Carry out installation in compliance with the prevailing legislation and standards.
- ► Ensure the system is flushed and inhibitor added.
- ► Install the flue/chimney system correctly ensuring it is operational and complies with prevailing legislation and standards, regardless of location of the boiler’s installation.
- ► Only the installer should perform the initial start up and carry out any checks necessary.
- ► Explain the installation to the user.
- ► Complete the Benchmark Commissioning Checklist in the Installation Manual - this is a condition of the warranty !
- ► Warn the user of the obligation to check the appliance and maintain it in good working order.
- ► Give all the instruction manuals to the user.

1.5.3. User's Responsibility

To guarantee optimum operation of the installation, you must observe the following instructions:

- ► Read and observe the instructions given in the manuals supplied with the appliance.
- ► Seek the assistance of a qualified installer for the installation and initial commissioning.
- ► Ask the installer to explain the installation.
- ► Have the required annual inspection and maintenance carried out by a qualified installer and ensure the Benchmark
- ► Service Record in the Installation Manual is completed - this is a condition of the warranty !
- ► Keep the manuals in good condition and near to the appliance.

This appliance must not be used by people with a lack of experience or knowledge, unless they are supervised by someone familiar with the appliance or if they have been instructed on how to operate the appliance correctly. Do not allow children to operate or play with the appliance.

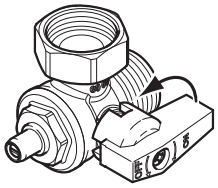
2 Safety

2.1 General Safety Instructions

DANGER

If you smell gas:

1. Turn off the gas supply at the meter
2. Open windows and doors in the hazardous area
3. Do not operate light switches
4. Do not operate any electrical equipment
5. Do not use a telephone in the hazardous area
6. Extinguish any naked flame and do not smoke
7. Warn any other occupants and vacate the premises
8. Telephone the National Gas Emergency Service on:- 0800 111 999



The boiler can be isolated at the gas valve under the appliance by turning the tap through 90° (1/4 turn).

For advice please contact your Installer, Annual Service Provider or **heateam** - The Service Division of Baxi. You can contact **heateam** on telephone number **0844 871 1525.**

When contacting **heateam** it will be useful to have the **'benchmark'** checklist at the back of the Installation & Service Manual to hand as it includes details relevant to the boiler and installation.

WARNING

Do not touch flue/chimney pipes. Depending on the settings of the appliance, the temperature of flue/chimney pipes may exceed 60 °C.

Do not touch radiators for long periods. Depending on the settings of the appliance, the temperature of radiators may reach 85 °C.

Take precautions with domestic hot water. Depending on the settings of the appliance, domestic hot water temperature may reach 65 °C.

CAUTION

Do not neglect to service the appliance. Contact a qualified professional or take out a maintenance contract for the annual servicing of the appliance.

2.2 Recommendations

CAUTION

Only qualified professionals are authorised to work on the appliance and the installation.

For sealed systems regularly check the water pressure in the system (recommended pressure is 1.5 bar). Your installer will advise on the method of repressurising if required.

Keep the appliance accessible at all times.

Do not remove or cover the serial number label affixed to the slide-out flap at the boiler lower left. It must remain legible throughout the lifetime of the appliance.

2.2.1 Benchmark Commissioning Checklist

1. Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

2. All installations must be notified, by the installer, to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.

3. This product should be serviced annually to optimise its safety, efficiency and performance. The service engineer should complete the relevant section of the Benchmark Service Record in the Installation & Service manual after each service.

4. The completed Benchmark Checklist & proof of annual servicing (where applicable) will be required in the event of any warranty work.

See Section 12 for warranty information.

3 Technical Specifications

3.1 Technical Data

NOTE: All data in this section are nominal values and subject to normal production tolerances.

Flow Temperature (adjustable)
30° C to 80° C (± 5° C)

Outercase Dimensions

Overall Height Inc Flue Elbow	-	790mm
Casing Height	-	625mm
Casing Width	-	370mm
Casing Depth	-	280mm

Clearances

Both Sides	5mm Min
Above Casing (Top Flue)	190mm Min
Above Casing (Rear Flue)	35mm Min
Below Casing (in Cupboard)	35mm Min
Below Casing	120mm Min
Front (For Servicing)	800mm Min
Front (In Operation)	5mm Min

Ventilation of Compartment
Where the boiler is installed in a cupboard or compartment, no air vents are required for cooling purposes providing that the minimum dimensions above are maintained.

Electrical Supply 230V~ 50Hz
(Appliance must be connected to an earthed supply)

Power Consumption

13 model	17W
16 model	20W
19 model	23W
25 model	33W
30 model	44W

External Fuse Rating 3A

3.1.1. Clearances

1. A flat vertical area is required for the installation of the boiler.

2. These dimensions include the necessary clearances around the boiler for case removal, spanner access and air movement (Figs. 1 & 2). Additional clearances may be required for the passage of pipes around local obstructions such as joists running parallel to the front face of the boiler.

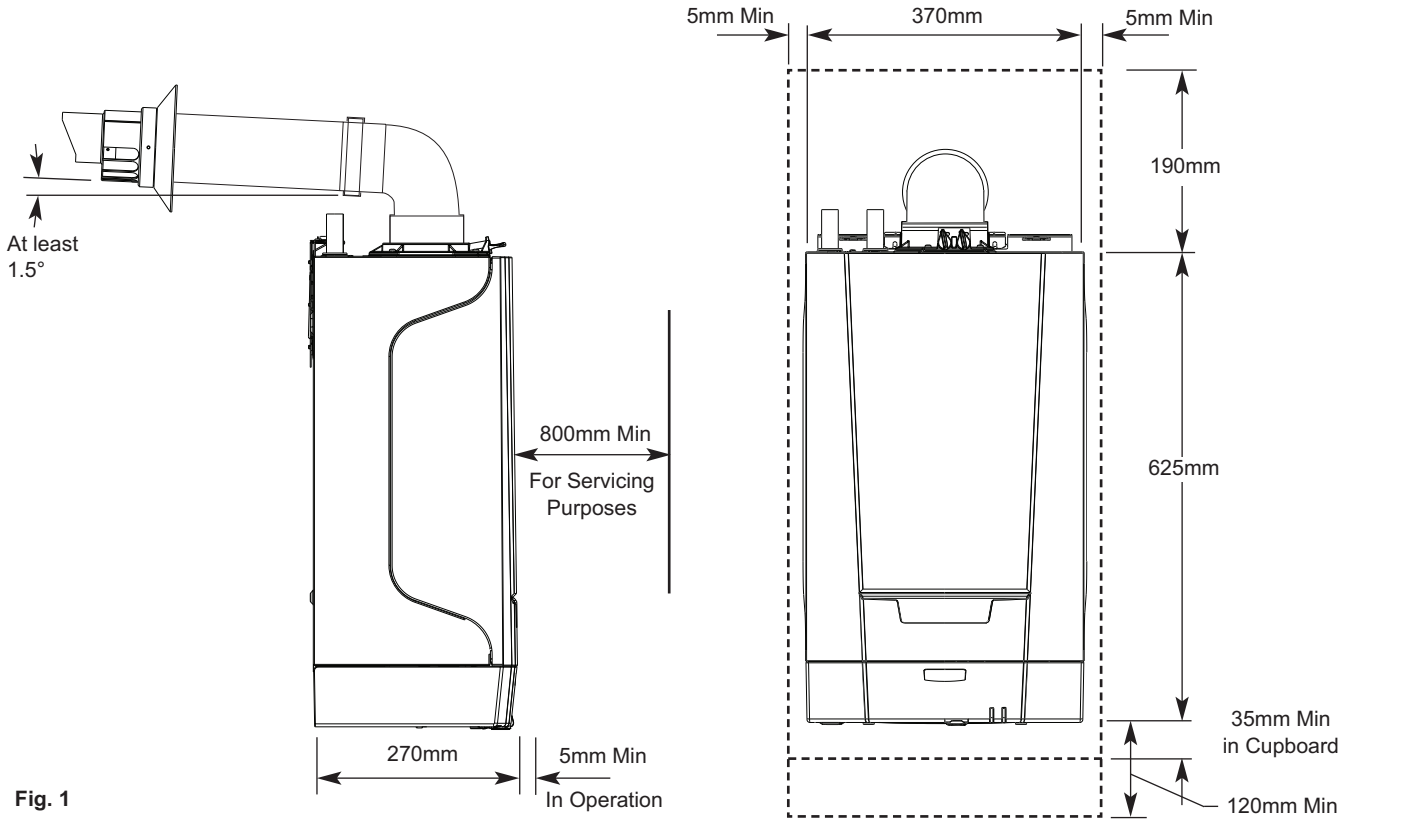


Fig. 1

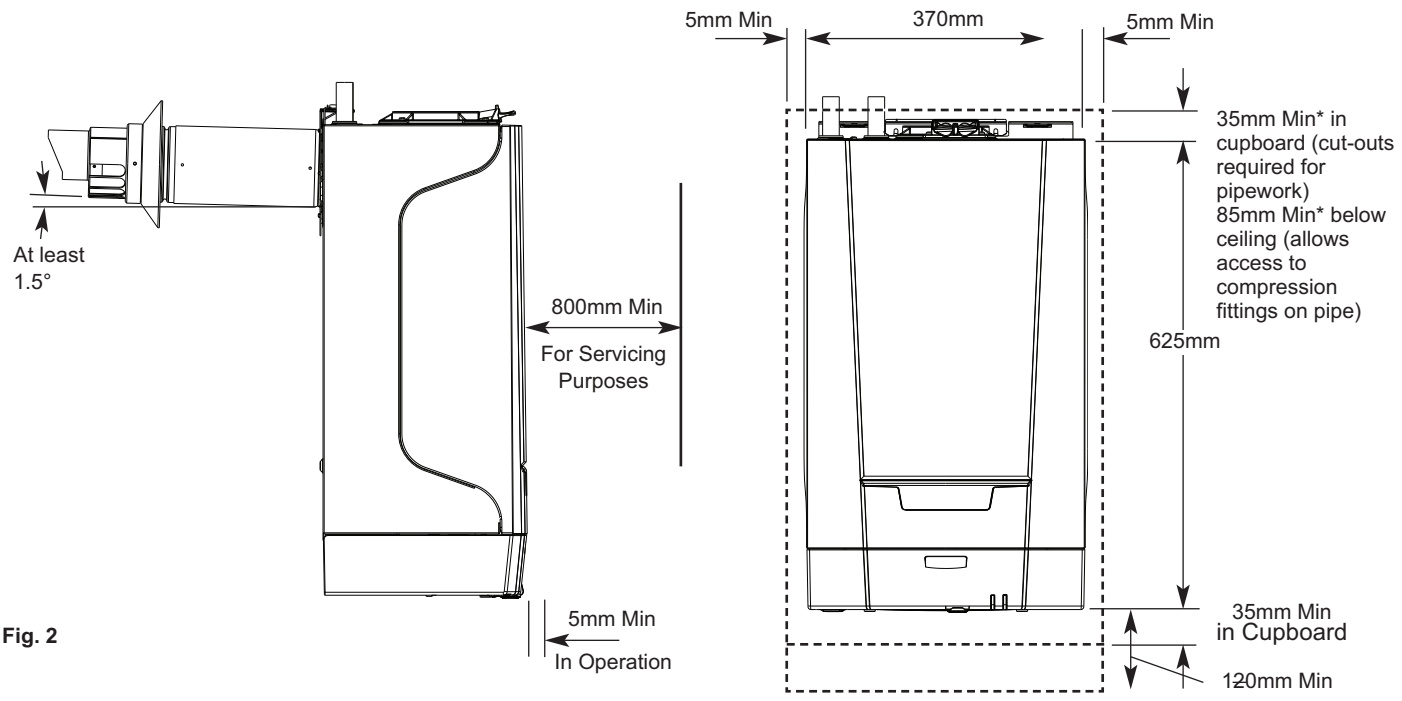


Fig. 2

4 Description of the Product

4.1 General Description

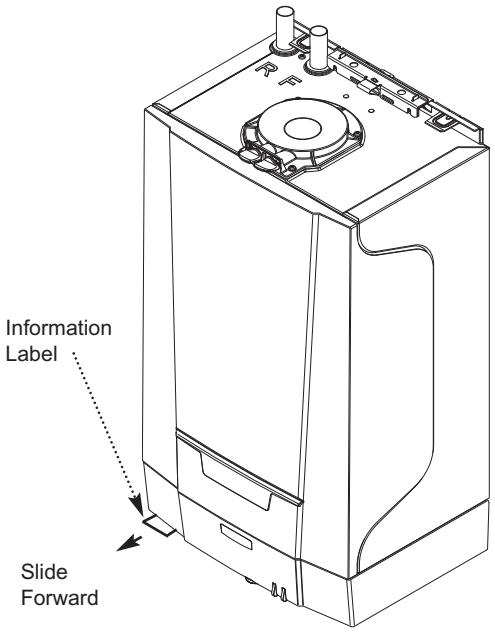


Fig. 3

1. The Baxi EcoBlue Advance Heat is a wall mounted condensing boiler which is room sealed and fan assisted, and will serve central heating and stored domestic hot water

2. The boiler will be one of the following outputs:-

13 kW
16 kW
19 kW
25 kW
30 kW

3. The boiler is factory set for use only on Natural Gas (G20).

4. The boiler model, serial number and Gas Council number are shown on the information label under the boiler (Fig. 3). This is for user reference.

4.2 Operating Principle

4.2.1 In Operation

1. Whilst the boiler is in operation cooled flue gases are discharged through the flue gas discharge pipe. This may appear as a cloud of steam which is normal.

2. Condensed water is discharged from the boiler heat exchanger into a pipe (the condensate drain). This pipe must never be altered or re-routed except by a qualified professional.

4.3 Control Panel Description

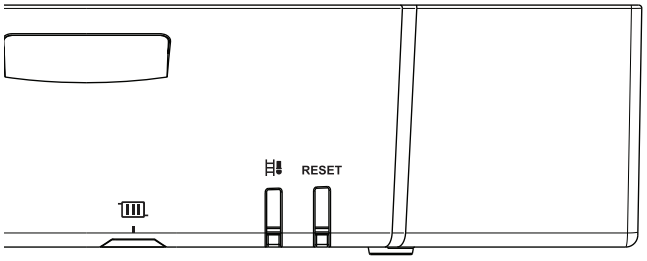


Fig. 4

4.3.1 User Interaction Controller (Fig. 4)

Key to symbols:-

Heating Water Temperature

Sweep Key and Status Signals

RESET Reset button and On/Off Signal

1. The User Interaction Controller has 2 illuminating push buttons which provide information about the operating condition of the boiler.

2. The **RESET** button illuminates green when the boiler receives a demand for CH or DHW.

3. The button can flash orange, green or red and at different frequencies.

4. The User Interaction Controller also has one rotary knob. The rotary knob is used to set the maximum flow temperature of the heating water.

5. The temperature selected by the rotary knob must be set to a higher temperature than the cylinder thermostat to achieve the required hot water demand.

4.3.2 Indicator Lights (Fig. 5)

The colour of the status light on the boiler control panel and the number of times that it flashes indicates whether the boiler is working normally, has a problem or requires servicing.
See Section 8.1. for details of the fault conditions.

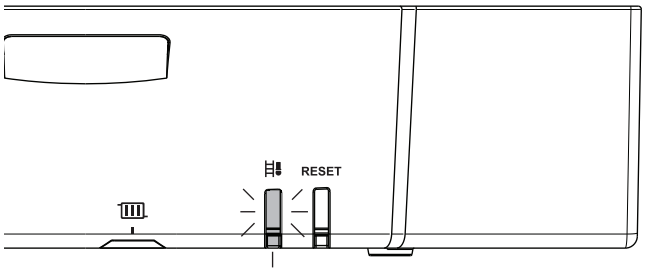


Fig. 5

Boiler Operating The light will flash orange at EVERY heating demand. The number of flashes will correspond with the heat output of the boiler. This is normal and does not indicate a fault condition. During normal running illuminates green and blinks off momentarily every seven seconds approximately to show the boiler is running normally and supplying heat (Fig. 6).

Error When flashing green light indicates that the boiler has detected a problem, and is attempting to resolve it. If it does not succeed the boiler will go into fault mode and display a red light.

Defect When flashing red light indicates that the boiler has a fault. Press the RESET button for a minimum of 5 seconds to try and clear the fault condition.

A lock-out condition can be re-set up to 5 times within one hour using the reset button. Any fault that occurs repeatedly should be fully investigated and appropriate remedial actions taken by your installer or **heateam**.

If there is a continuous red light, contact your installer or **heateam**

The lights will be OFF when there is no demand for heat.

Normal Operation - The green light remains on for around seven seconds and then extinguishes briefly, repeating the sequence whilst the boiler is firing.

The symbol indicates the Status Light ON.

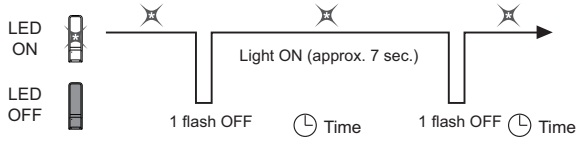


Fig. 6

Upper Horizontal Line = Light ON
Lower Horizontal Line = Light OFF

4.4 Standard Delivery

1. The literature pack contains:

► Literature pack
- Installation & Servicing Manual (including ‘benchmark’)
- User Guide Instructions
- Flue Accessories & Fitting Guide
- Registration Card
- Fernox Leaflet
- Wall Template

4.5 Accessories & Options

4.5.1 Optional Extras

1. Various items are available as optional extras.

Flue Accessories (elbows, extensions, clamps etc.) (refer to the Flue Accessories & Fitting Guide supplied in the literature pack.)
Remote relief valve kit
1M Condensate Drain Pipe ‘Trace Heating’ Element
2M Condensate Drain Pipe ‘Trace Heating’ Element
3M Condensate Drain Pipe ‘Trace Heating’ Element
5M Condensate Drain Pipe ‘Trace Heating’ Element

Any of the above MUST be fitted ONLY by a qualified competent person. Further details can be found in the relevant sales literature and at www.baxi.co.uk

5 Operation

5.1 Operation Checking Procedure & Basic Fault Identification

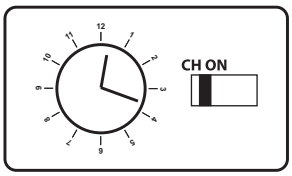
START

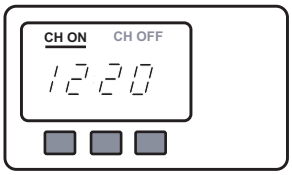
Make sure the gas supply is turned ON and check if other gas appliances are operating (e.g. fire, cooker). If the property has a prepayment meter ensure it has sufficient credit.

YES → **Is the Timer ON and calling for heat ?**

NO → **If no gas, consult your supplier.**

Typical examples of external timer

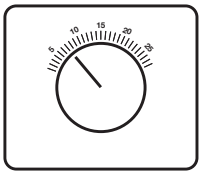


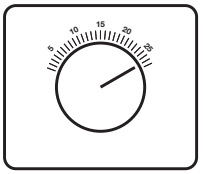


Ensure timer is set for Central Heating ON (see any instructions supplied with timer)

YES → **Is the Room Thermostat (if fitted) set high enough ?**

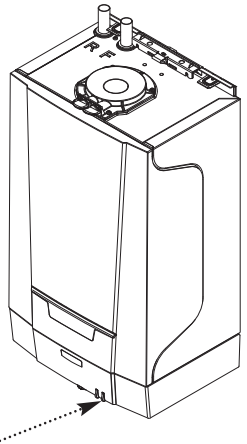
NO → **Turn Room Thermostat to maximum setting (typical example shown)**





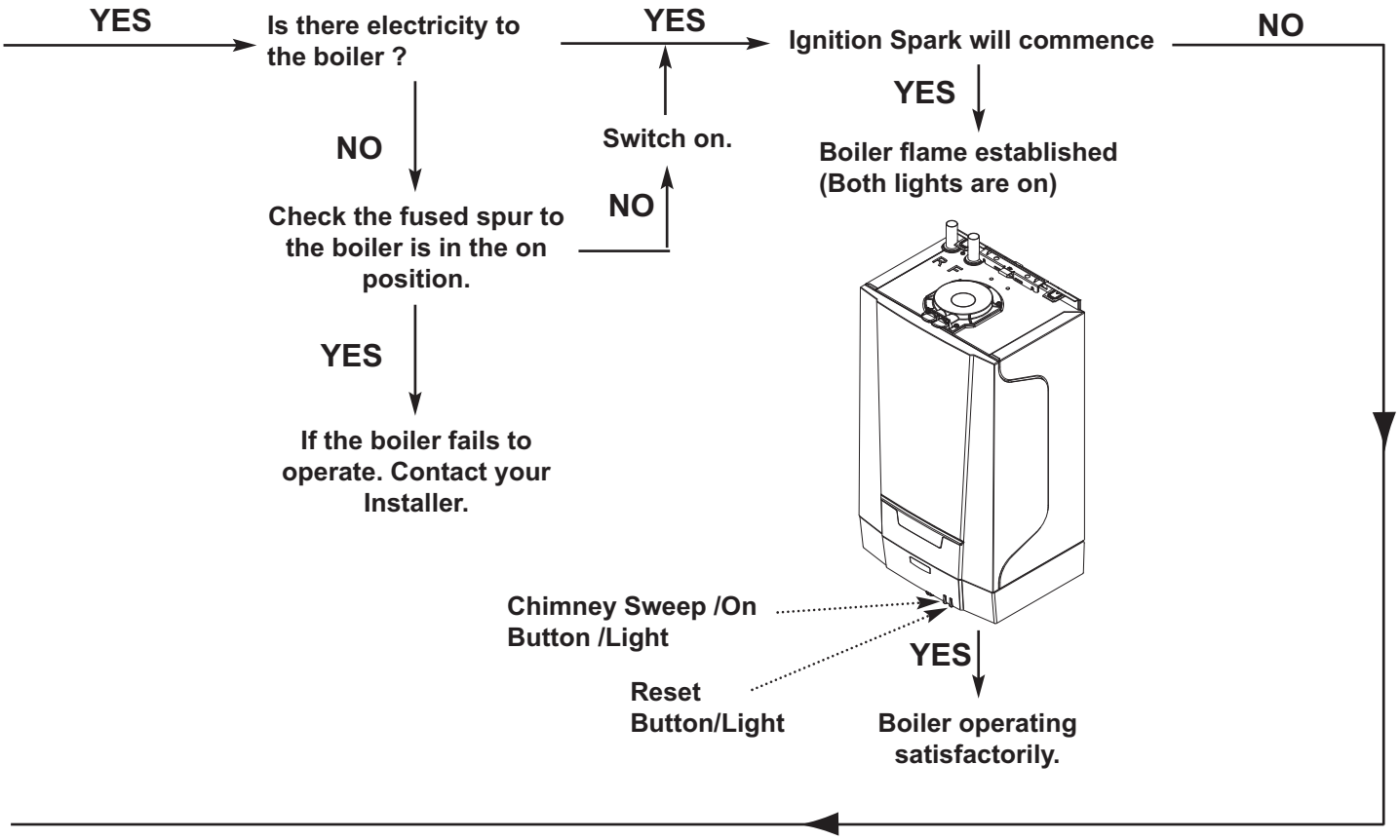
NO → **Boiler fails to light ?**

NO → **Press the Reset Button**



Reset Button

If boiler will not light. → **CONTACT YOUR INSTALLER OR SERVICE ENGINEER.**



If you don’t know what you need to do to get the boiler to light, or need help with the system and controls, contact your installer as soon as possible

5.2 Shutdown

1. If it is anticipated that the boiler will not be used for a long period or the property is to be unoccupied it is recommended that the system is drained if the electricity & gas supplies are to be turned off. Your installer will be able to offer advice.

5.3 Frost Protection

1. To prevent radiators and the system from freezing in rooms where there is a risk of frost (e.g. a garage or storage room), a frost thermostat can be connected to the system

6 Settings

6.1 Setting the Boiler Flow Temperature

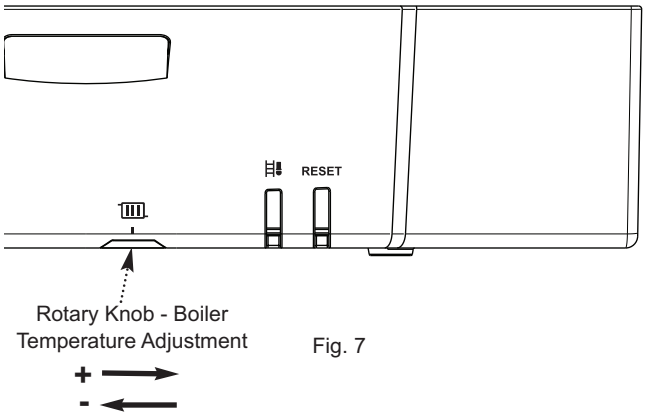


Fig. 7

To increase or decrease the boiler temperature:-

1. Turn the rotary knob to the right (Fig. 7) to increase the boiler temperature.

2. Turn the rotary knob to the left (Fig. 7) to decrease the boiler temperature.

3. To achieve the required domestic hot water temperature the rotary knob must be set to a higher temperature than that selected on the cylinder thermostat.

7 Maintenance

7.1 General

1. The boiler does not require any special maintenance. However, the boiler must be serviced annually in accordance with the Installation and Service Manual and the relevant section of the Benchmark Service Record completed in order to maintain the warranty.

Taking out a maintenance contract is recommended.

CAUTION

Maintenance operations must be performed by a qualified competent person.

Use only genuine spare parts.

2. The painted panels should be wiped with a damp cloth and then dried completely. **DO NOT USE ABRASIVE CLEANING AGENTS.**

7.2 Maintenance Instructions

1. The central heating system should be checked regularly. Proceed as follows:

For Sealed Systems

If the water pressure is lower than 0.7 bar, the water must be topped up. If necessary: top up the CH system (recommended water pressure between 1 and 2 bar).

- Check radiators for leaks and (especially in damp areas) for rust.
- Open and close the radiator valves several times a year to ensure they can still be rotated.
- Only clean the outside of the boiler with a damp cloth. Do not use abrasive cleaning agents.

CAUTION

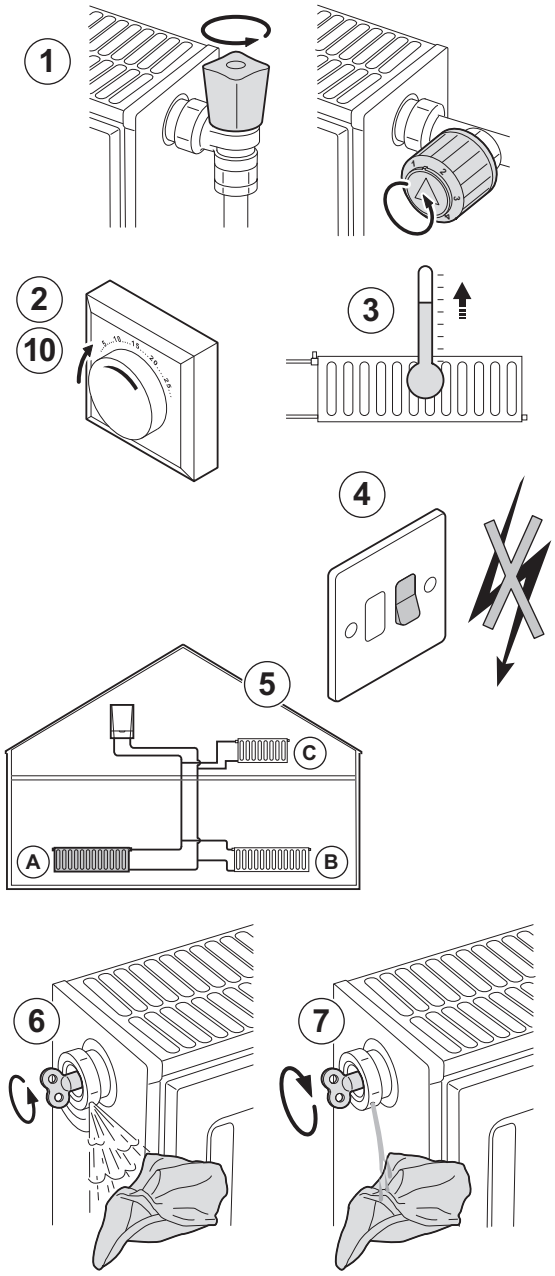
Only a qualified installer may clean the inside of the boiler.

7.3 Filling the System

The boiler will be installed on either an open-vented or sealed (pressurised) heating system. If you are unsure which type of system you have consult your installer.

Sealed systems may require periodic re-pressurisation. If this is required on a regular basis a fault or leak is indicated. Seek advice from your installer.

7.4 Venting the System



If any air is present in the appliance or system it must be removed in order to prevent nuisance noises that may occur during operation. The boiler has an inbuilt auto air vent to aid the removal of air and is supplied in the open position. Proceed as follows:

1. Open the valves of all the radiators connected to the system.
2. Set the room thermostat to the highest possible temperature and any timers to ‘ON’.
3. Wait until the radiators are warm.
4. Switch off the boiler.
5. Vent the radiators. Work from the lowest radiator in the property.
6. Open the bleed vent with the key, keeping a cloth pressed against the vent.
7. Wait until water comes out of the bleed vent and then close.

WARNING

The CH water in the radiators will still be hot.

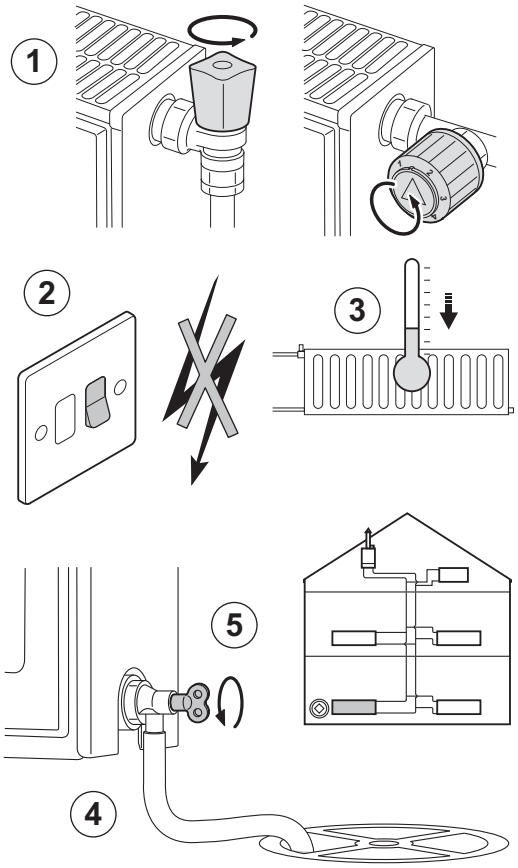
8. Switch the boiler on.

9. After venting, if the system is of the sealed (pressurised) type check that the water pressure is still adequate.

For sealed systems - if the water pressure is lower than 0.7 bar, the water must be topped up (recommended water pressure between 1.0 and 2.0 bar).

10. Reset the room thermostat to the desired temperature..

7.5 Draining the System



It may be necessary to drain the CH system if radiators need to be replaced or removed, if there is a major water leak or if there is a risk of freezing. Proceed as follows:

1. Open the valves of all the radiators connected to the system.
2. Switch off or disconnect the boiler's electrical isolation point.
3. Wait until all the radiators are cold.
4. Connect a drain hose to the lowest draining point. Place the end of the hose in a drain or at a place where drained water will not cause any damage.
5. Open the CH system drain valve. Drain the system.

WARNING

The CH water may still be hot.

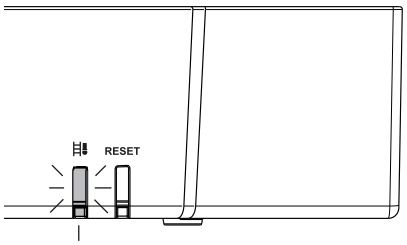
6. When water stops flowing from the draining point, close the draining valve.

See Section 7.4 Venting the system. If in doubt seek advice from your installer.

After draining the concentration of system corrosion inhibitor and anti-freeze may become excessively diluted - seek advice from your installer.

8 Troubleshooting

8.1 Fault Warning & Lock-out Codes



No. of Flashes	**Green** Light Flashing	**Red** Light Flashing
1	Temperature Protection	Sensor Error
2	Shutdown Input	High Temperature Protection
3	Flame Loss	Ignition Fault
4	Communication Fault	Fan Fault
5	Parameter Fault	Parameter Fault
6	Miscellaneous	Miscellaneous

1. The colour of the status light on the boiler control panel and the number of times that it flashes indicates whether the boiler is working normally, has a problem or requires servicing.

Fault - Warning When flashing green light indicates that the boiler has detected a problem, and is attempting to resolve it. If it does not succeed the boiler will go into lock-out mode and will display a red light.

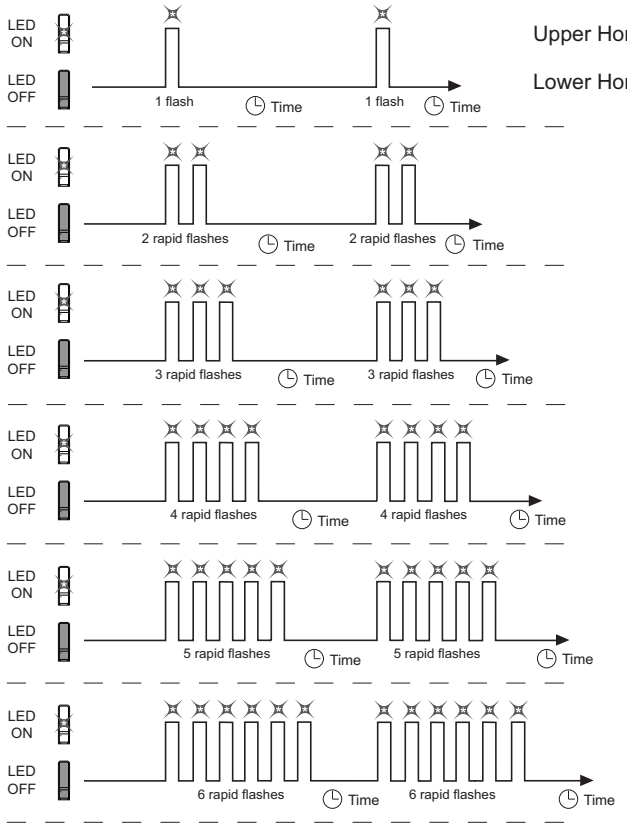
Fault - Lock-out When flashing red light indicates that the boiler has a fault and has locked out. Press the RESET button for a minimum of 5 seconds to try and clear the fault condition.

2. A lock-out condition can be re-set up to 5 times within one hour using the reset button. Any fault that repeats regularly should be fully investigated and appropriate remedial actions taken by your Installer, Annual Service Provider or **heateam** - The Service Division of Baxi.

3. If there is a continuous red light, contact your Installer, Annual Service Provider or **heateam** - The Service Division of Baxi, and inform them of the fault code displayed.

4. You can contact **heateam** on **0844 871 1525.** When contacting **heateam** it will be useful to have the **'benchmark'** checklist at the back of the Installation & Service Manual to hand as it includes details relevant to the boiler and installation.

The symbol indicates the flashing Status Light.



Upper Horizontal Line = Light ON

Lower Horizontal Line = Light OFF

8.2 Fault Finding

1. If the boiler is not working, check section 5.1 Operation Checking Procedure & Basic Fault Identification or the fault finding table. Contact your Installer.

Problem	Possible Causes
There is no domestic hot water and/or the radiators are cold.	Check that the boiler is being supplied with power (all controls set to ON). Check the fuses and the switches. If possible check whether the gas cock is properly open. If the property has a prepayment meter ensure it has sufficient credit.
The boiler is not working.	Check if the Fault - Lock-out is illuminated. See Section 8.1 to reset.
The domestic hot water is not hot enough.	The boiler temperature setting is below the cylinder thermostat setting.
The radiators are not hot enough.	The radiator valves are not open. The temperature set point for the heating is too low (check boiler & room thermostat).

9 Decommissioning

9.1 Decommissioning Procedure

CAUTION

Only qualified professionals are authorised to work on the appliance and system to decommission.

1. If your the boiler needs to be decommissioned either temporarily or permanently the following should be performed:

- Switch off the boiler.
- Switch off the boiler's electrical connection.
- Close the boiler gas valve.
- Drain the CH system.

Seek the advice of your installer.

10 Disposal

10.1 Disposal / Recycling

WARNING

Removal and disposal of the boiler must be carried out by a qualified installer in accordance with local and national regulations.

11 Environmental

11.1 Energy Saving

Tips on saving energy:

- ▶ Do not cover radiators. Do not hang curtains in front of radiators.
- ▶ Install reflective panels behind the radiators to prevent heat losses.
- ▶ Insulate the pipes in rooms that are not heated (cellars and lofts).
- ▶ Install loft insulation & double glazing.
- ▶ Use draught excluders where necessary.
- ▶ Upgrade any older external controls.
- ▶ Turn down room thermostats by 1°C
- ▶ Turn off radiators in rooms not in use.
- ▶ Do not run hot (or cold) water pointlessly.
- ▶ Fit a water-saving shower head to save up to 40 % energy.
- ▶ Take showers rather than baths. A bath consumes twice as much water and energy.

11.2 Room Thermostats and Settings

Various models of room thermostats are available. The thermostat type and setting affect the total energy consumption.

A few tips:

▶ Fully opening or closing thermostatic radiator valves result in unwanted temperature fluctuations. Turn the thermostat knob or valve higher or lower in small steps.

▶ Lower the thermostat to approximately 20°C. This reduces heating costs and energy consumption.

▶ When rooms are to be aired, lower the thermostat well in advance.

▶ When setting thermostats or programmers take account of days when nobody will be in and of holidays.

12 Warranty

12.1 General

Baxi would like to thank you for buying one of our appliances and for your trust in our product.

In order to ensure continued safe and efficient operation it is essential that the product is regularly inspected and maintained. Your installer, annual service provider or our service division **heateam** can assist with this.

12.2 Terms of Warranty

12.2.1 Standard Warranty Terms and Conditions

Warranty Registration, Service & Repair

To activate and maintain your warranty, the following conditions* must be met:

- Benchmark Checklist completed by a Gas Safe registered installer.
- Boiler warranty registered with Baxi within 30 days of installation.
- Boiler must have an annual service

Please be aware that if you do not activate your warranty, a basic one year warranty will apply.

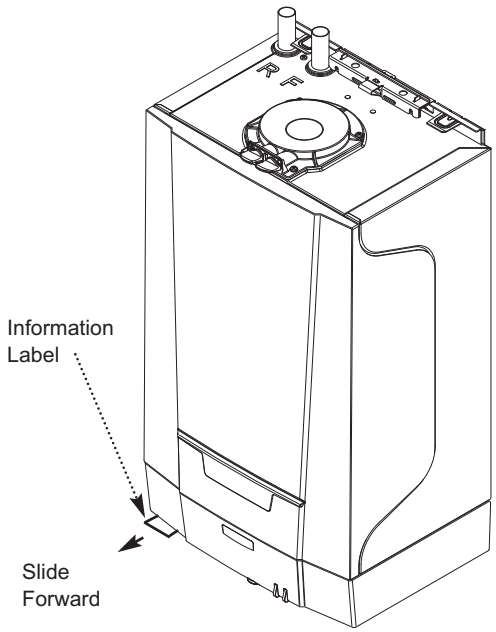
* For details of our full Terms and Conditions, please see **www.baxi.co.uk/terms**

Benchmark Checklist
This checklist will be completed by your installer and records whether the boiler has been installed correctly. This checklist can be found at the back of the Installation and Service Manual and should be retained over the life of the boiler.

Ways to Register Your Warranty
If your boiler is eligible for a promotional warranty, your installer will register the product on your behalf and will provide you with the relevant documentation. In such cases, there is no further action required on your part.

For a standard two year warranty, please use one of the following methods:

- Freephone 0800 013 7989; or
- Return the enclosed registration card; or
- Register online at **www.baxi.co.uk/registration**



Annual Service
An annual service must be completed every 12 months from the date of installation. This service must be completed by

- your Gas Safe registered installer; or
- heateam - the service division of Baxi (telephone **0844 871 1525**); or
- another GAS SAFE registered engineer

If you experience a problem with your boiler
Please check that there is a gas, electricity and water supply to the boiler.
Contact your installer, because the fault may not be related to the boiler.
If your installer confirms that the fault is with the boiler, simply call **heateam** on **0844 871 1525**.

heateam is open Monday to Friday 8am - 6pm, weekends and Bank Holidays 8.30am - 2pm, excluding Christmas Day and New Year's Day.
Before calling **heateam**, please have the following information to hand:

- Boiler serial number e.g. BMY073450028CP (see opposite for location of serial number)
- Your installer's name and address
- Proof of purchase (if you do not have the boiler serial number)

To ensure the highest level of customer service, **heateam** will text to you your engineer appointment details if you provide a mobile phone number. Following your engineer visit, we will ask you to rate your level of satisfaction with our service via text message.

Notes

Notes

All descriptions and illustrations provided in this leaflet have been carefully prepared but we reserve the right to make changes and improvements in our products which may affect the accuracy of the information contained in this leaflet. All goods are sold subject to our standard Conditions of Sale which are available on request.

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